

Save on Your Energy Costs this Spring

As the temperatures warm up this Spring, there are many ways to save money on your electricity bill. Here are a few ways to save on energy costs in your home:

- Get family members involved with making sure lights are turned off in unoccupied rooms.
- Set your thermostat(s) at 78 degrees for the most energy efficient operation in the summer months. Each degree below this setting adds six percent to your cooling costs.
- Use fans to move the air inside your home in order to make it feel cooler.
- Draw the shades/blinds on the sunny-side of your house when trying to keep cool inside.
- Use your programmable thermostat to automatically increase the temperature setting at bedtime. Sleep under lightweight bedding.
- Where possible, unplug energy vampires such as appliances, electronics, etc.
- Turn off home office equipment, lights, appliances and electronics not in use.
- Keep doors closed, and keep cool conditioned air inside.
- Wash clothes in cold water.
- Clean or replace furnace and air conditioner filters.
- Change to new and improved light bulbs, especially in high-use light fixtures. Compact fluorescent lights (CFLS) use 75 percent less energy than incandescent lights. Use natural lighting when possible.
- Turn down the temperature of your water heater to 120 degrees on the warm setting.

En Español: Encuentre este informativo, *Customer Connection*, traducido al español en nuestro sitio de red visitando mlgw.com/customerconnection.

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March 3: "Anticipate - Social Security and Your Retirement", Benjamin L. Hooks Central Library, 3030 Poplar Ave. Workbooks provided. 6:15 – 7:15 p.m. Info / RSVP: Michael.Seebeck@valic.com or 825-8958.

Mar 9-13 and Mar 16-20: Memphis Zoo Spring Break Camp, 9 a.m. – 3 p.m. Campers will explore the Zoo and participate in fun games, crafts and interactive experiments. Info: 333-6576.

March 13-15: Southern Women's Show, Agricenter, 7777 Walnut Grove Rd., various times. Info: (704) 376-6594.

March 23-27: Job and Career Week – Cossitt Library. Various activities including resume writing and job fairs to help adults find work. 33 South Front St. Info: 415-2766.

March 24: "Empower – Retirement Strategies for Women", Benjamin L. Hooks Central Library, 3030 Poplar Ave. Workbooks provided. 6:15 – 7:15 p.m. Info / RSVP: Michael.Seebeck@valic.com or 825-8958.

April 11: Walking as One, the Church Health Center's annual community event celebrating wellness in action in Memphis! Walking as One will be held at 9 a.m. on April 11 at Church Health Wellness, 1115 Union Ave. Info: Jennie Dickerson at 701-2097.



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Customer CONNECTION



Produced monthly by Memphis Light, Gas and Water Division

MLGW's Customer Satisfaction Score Soars

Memphis Light, Gas and Water Division posted the largest year-over-year score increase among midsized utilities in the midpoint of the 2015 J.D. Power & Associates Electric Utility Residential Customer Satisfaction Survey. The increase is compared to the same period in the 2014 survey.



MLGW President and Chief Executive Officer Jerry R. Collins Jr. said the improvement is further proof of how the focus on providing great service and low rates changed perceptions of the utility. "From a performance standpoint, [the J.D. Power score] is a good indicator of how we are doing," he said.

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MLGW's score, once the lowest, now surpasses 94 out of 140 utilities covered in the quarterly-survey, said Collins, adding "And we're working our way to the top."

The year-long survey, which begins conducting interviews each July, covers six primary categories: customer service, power quality and reliability, price, communications, corporate citizenship and billing and payment. Collins said MLGW's increase is attributable to breathtakingly low rates and improved customer service.

For the past several years, MLGW has posted the lowest combined residential utility bill among 50 cities surveyed in an annual rates comparison. "And the gap is growing between MLGW and all other utilities," Collins said. "That's something which customers can appreciate because it improves their quality of life and their standard of living because they don't have to spend so much on utilities."

On the customer service front, MLGW has managed to reduce wait times and the amount of calls in its Call Center, added more self-help options like MLGW Web Chat (which receives 500 to 600 chats a week), enabled customers to pay their bills via credit card, and is expanding service offerings like smart meters. MLGW will install 50,000 more smart meters in 2015.



Fire Fee Adjustment

Since 1972, the Shelby County Fire Department has provided premier emergency fire, medical and rescue services for those who live and work in unincorporated Shelby County and Lakeland. The rules that govern the existence of the SCFD say the department must sustain itself each year through a fire fee, which is a line item on MLGW bills for those residing and working in unincorporated Shelby County and Lakeland.

The SCFD continuously strives to provide the best services at the lowest costs and each year the needs of the emergency agency are addressed. Sometimes there is a need for the fire fee amount to be changed to assure that our citizens receive the quality services the agency has dedicated itself to providing.

As a result of the 2015/2016 fiscal requirements, there will be a 5.3 percent increase in the amount billed. The November 2014 annexation of the Windyke/Southwind region severely impacted the operating budget of the SCFD. Each day, the SCFD dispatches personnel from 35 to 40 emergencies. That's almost 14,000 calls every year where someone needs the vital and life-saving skills and equipment of the SCFD. If you think you are having an emergency, call 9-1-1. Your emergency is our priority.

Need MLGW at your fingertips? There's an app for that.



Take advantage of MLGW's app for your smartphone. Download the MLGW app for your Android or iPhone device that allows you to access a variety of utility-related information, including outage status and a mobile-friendly outage map. The app is available for free at the Google store, on Android devices, or via iTunes for iPhone and iPad users. You can check the status of an outage at your address, view important numbers, payment locations, bill due date and amount as well as energy tips.



Z-Bo Does It Again

Zach Randolph donated \$20,000 to the Plus-1 Program in January. This year's donation will help 100 families on the verge of having their utilities disconnected. This is the sixth consecutive year that Randolph has partnered with

MIFA and MLGW to help the most vulnerable families survive the cold winter.



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